

**INSTRUCTION MANUAL ENCLOSED
MANUEL D'INSTRUCTION À L'INTÉRIEUR
MANUAL DE INSTRUCCIONES ADJUNTO**

STOP

ATTENTION

STOP

**IF YOU HAVE ANY PROBLEMS OR QUESTIONS, EMAIL
OR CALL CUSTOMER SERVICE BEFORE YOU RETURN
THIS PRODUCT TO THE STORE WHERE IT WAS PURCHASED.**

For Customer Service: www.twinstarhome.com
in English Call: 866-661-1218
in Spanish Call: 866-661-1218
in French Call: 866-661-1218

PARE

ATENCIÓN

PARE

**SI TIENE ALGÚN PROBLEMA O PREGUNTAS,
ENVÍE UN MENSAJE DE CORREO ELECTRÓNICO O LLAME AL SERVICIO
DE ATENCIÓN AL CLIENTE ANTES DE DEVOLVER
ESTE PRODUCTO A LA TIENDA EN LA QUE LO COMPRÓ.**

Servicio de atención al cliente: www.twinstarhome.com
Línea para llamadas en inglés: 866-661-1218
Línea para llamadas en español: 866-661-1218
Línea para llamadas en francés: 866-661-1218

ARRÊT

ATTENTION

ARRÊT

**SI VOUS AVEZ DES PROBLÈMES OU DES QUESTIONS,
ENVOYEZ UN COURRIEL AU SERVICE À LA CLIENTÈLE OU APPELEZ LE
SERVICE À LA CLIENTÈLE AVANT DE RETOURNER
CE PRODUIT OÙ VOUS L'AVEZ ACHETÉ.**

Pour le service à la clientèle : www.twinstarhome.com
pour le service en anglais, appelez au: 866-661-1218
pour le service en espagnol, appelez au: 866-661-1218
pour le service en français, appelez au: 866-661-1218

**INSTRUCTION MANUAL ENCLOSED
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MANUAL DE INSTRUCCIONES ADJUNTO**

ELECTRIC FIREPLACE

INSERT

VENT FREE FIREPLACE WITH HEATER

OWNERS OPERATING MANUAL

MODEL: 28II200GRA

CONSUMER SAFETY INFORMATION

PLEASE READ THIS MANUAL BEFORE INSTALLING
AND OPERATING THIS APPLIANCE

WARNING!!

IF THE INFORMATION IN THIS MANUAL IS NOT FOLLOWED
EXACTLY, AN ELECTRIC SHOCK OR FIRE MAY RESULT CAUSING
PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE.

DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS
AND LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE.

Thank you and congratulations on your purchase of a Twin-Star International, Inc. fireplace. Please read the Installation & Operating Instructions before using this appliance.

IMPORTANT: Read all instructions and warnings carefully before starting installation. Failure to follow these instructions may result in a possible electric shock, fire hazard and/or injury and will void the warranty.

Installation of Electric Fireplace Insert, should take 15 minutes. The only tool required is a Phillips head screwdriver, not supplied with this unit.

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In Spanish Call: 866-661-1218

**WARNING: THIS IS AN UNVENTED,
ELECTRIC APPLIANCE. DO NOT
ATTEMPT TO BURN WOOD OR
MANUFACTURED FIRELOGS IN OR
ON THIS APPLIANCE OR GRATE.**

ATTENTION

**ALSO Requires-
Wood Fireplace Mantel**

Twin-Star International, Inc.
Delray Beach, FL 33445
U.S.A.

Made in China
Printed in China

For product warranty registration please visit:

www.twinstarhome.com/registration

Before setting up this product please record the model number and serial number of this product in the spaces below for in registration and warranty reference.

Mantel Model Number

Insert Model Number

Serial Number

For product warranty registration please visit:

www.twinstarhome.com/registration

Before setting up this product please record the model number and serial number of this product in the spaces below for in registration and warranty reference.

Mantel Model Number

Insert Model Number

Serial Number

For product warranty registration please visit:

www.twinstarhome.com/registration

Before setting up this product please record the model number and serial number of this product in the spaces below for in registration and warranty reference.

Mantel Model Number

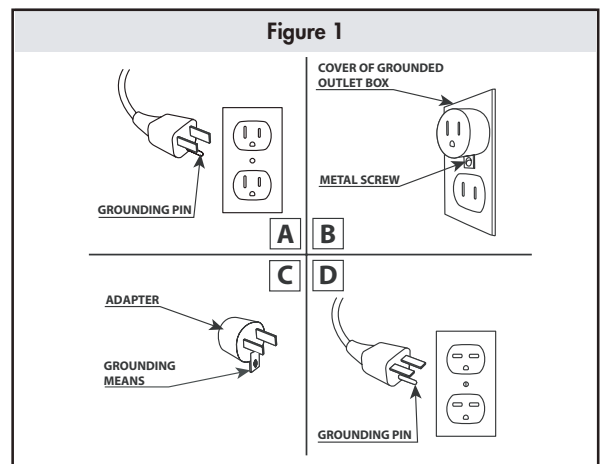
Insert Model Number

Serial Number

IMPORTANT INSTRUCTIONS

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electrical shock, and injury to persons including the following:

1. Read all instructions before using this appliance.
2. This appliance is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this appliance. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (0.9 m) from the front of this appliance.
WARNING: In order to avoid overheating, do not cover the heater. It cannot be used in a wardrobe.
3. CAUTION: Whenever the heater is left operating and unattended, extreme caution is necessary if children or invalids are nearby.
4. The appliance is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
5. Children being supervised not to play with the appliance.
6. If possible, always unplug this appliance when not in use.
7. Do not operate any heater with a damaged cord or plug or after the appliance malfunctions, or if it has been dropped or damaged in any manner.
8. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
9. Any repairs to this fireplace should be carried out by a qualified service person.
10. Under no circumstances should this fireplace be modified. Parts having to be removed for servicing must be replaced prior to operating this fireplace again.
11. Do not use outdoors.
12. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate this appliance where it may fall into a bathtub or other water container.
13. Do not run cord under carpeting. Do not cover cord with throw rugs, runners or the like. Arrange cord away from traffic areas and where it will not be tripped over.
14. To disconnect this appliance, turn controls to the off position, then remove plug from outlet.
15. Connect to properly grounded outlets only.
16. This appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the current CSA C22.1 Canadian Electrical Code or for U.S.A. installations, follow local codes and the National Electrical Code, ANSI/NFPA NO. 70.
17. There is a thermostat limiter inside the heater. When the inner temperature over heating or occurs abnormal heating, the thermostat protective device would cut off power supply to avoid the fireplace damaged or risk of fire.
18. The heaters must not be located immediately below a socket-outlet.
19. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the appliance.
20. To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where opening may become blocked.
21. This appliance has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored. This fireplace should not be used as a drying rack for clothing. Christmas stockings or decorations should not be hung in the area of it.
22. Use this appliance only as described in the manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
23. Avoid the use of an extension cord because the extension cord may overheat and cause risk of fire. However, if you have to use an extension cord, the cord must be No. 14 AWG minimum size and rated not less than 1875 Watts. The extension cord must be a three wire cord with grounding type plug and cord connection. The extension cord shall not be more than 20 feet (6 m) in length.
24. See directions in Figure 1.
This heater is for use on 120 volts. The cord has a plug as shown in figure 1. See Figure 1 for grounding instruction. An adapter as shown at C is available for connecting three-blade grounding type plugs to two-slot receptacles. The green grounding plug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.



SAVE THESE INSTRUCTIONS

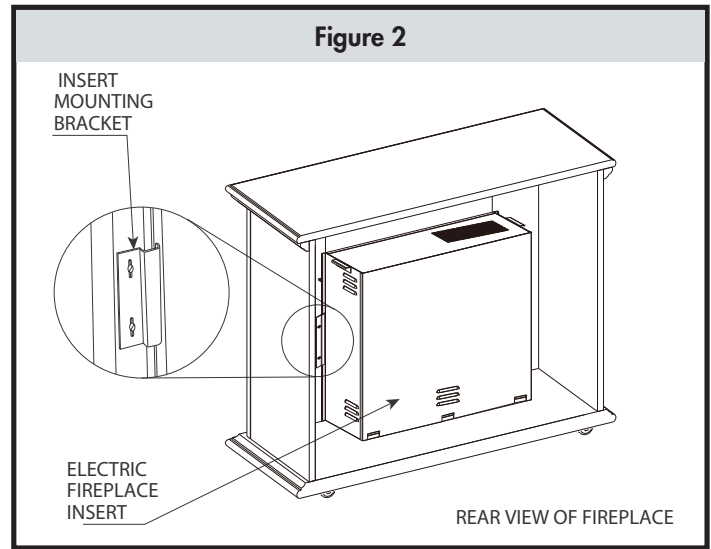
INSTALLATION INSTRUCTION

Position your completed mantel close to its final location. Make sure you can access the back of the mantel as your Electric Fireplace Insert will be installed from the back.

Using a Phillips head screwdriver, remove the screws and the metal mounting brackets attached on either side of the fireplace's center opening. Next unpack the Electric Fireplace Insert carefully. Position the insert behind the fireplace with front facing the wood mantel. With the help of an adult assistant, lift the Insert and gently slide it into the opening in the mantel until the flange is flush against the inside of the mantel. Make sure insert is centered left and right in the opening. Be careful when placing insert and adjusting, bottom of insert could scratch the finish of the base/hearth of your fireplace. Re-attach the mounting brackets with the Phillips head screwdriver, and supplied screws. **DO NOT OVER TIGHTEN.** With the help of an assistant, carefully lift completed unit and place it with the front facing out in the final location you have chosen for your fireplace.

Make sure to secure the electrical cord before lifting or moving completed fireplace. When choosing a final location, make sure you will have clear access to a grounded electrical outlet.

Read and follow all instructions in this manual before operating your new fireplace.



PARTS LIST

Part Name	281I200GRA
Emberbed	✓
Blower Assembly	✓
Infrared Heater Assembly	✓
Control Panel - 7 Buttons	✓
Main PCBA	✓
Control Panel Circuit Board	✓
Front Projection Screen	✓
Flame Generator Drive Motor	✓
Flame Generator/Spinner	✓
Decorative Brick Panels	✓
Remote Control - 7 Buttons	✓

MANTEL LOCATION

When choosing a location for your new fireplace, ensure that the general instructions are followed. Also, for best effect, install the fireplace out of direct sunlight.



Cold climate installation recommendation: when installing this unit against a non-insulated exterior wall or chase, it is mandatory that the outer walls be insulated to conform to applicable insulation codes.

ELECTRICAL CONNECTION

A 15 AMP, 120 Volt, 60 Hz circuit with a properly grounded outlet is required. Preferably, the fireplace will be on a dedicated circuit as other appliances on the same circuit may cause the circuit breaker to trip or the fuse to blow when the heater is in operation. The unit comes standard with 6 feet (1.8 m) three wire cord, exiting from the rear of the fireplace. Plan the installation to avoid the use of an extension cord. If an extension cord must be used, it must be a minimum 14 AWG , three wires

with grounding type plug connector and rated not less than 1875 Watts. The cord shall not be more than 20 feet (6 m) in length.

ELECTRICAL SPECIFICATIONS

Voltage:	120 V~, 60Hz
Amps:	12.5 Amps (with heater)
Amps:	< 0.1 Amps (without heater)
Watts:	1500 Watts (with heater)
Watts:	< 10 Watts (without heater)

CLEARANCE TO COMBUSTIBLES

Keep electrical cords, drapery, furniture and other combustibles at least 3 feet (0.9 m) from the front of the heater and away from the sides.

CLEANING TRIM

Clean the metal trim using a soft cloth, slightly dampened with citrus oil based product and buff with a clean soft cloth. DO NOT use brass polish or household cleaners as these products will damage the metal trim. Citrus oil based products can be obtained at supermarkets or hardware stores.

MAINTENANCE

The motors used on the fan and the flame generator assembly are pre-lubricated for extended bearing life and require no further lubrication. However, periodic cleaning/vacuuming of the fan/heater unit is recommended. Make sure the unit is turned OFF and unplugged whenever you are cleaning the heater or fireplace.



WARNING: Make sure the power is turned off before proceeding. Any electrical repairs or rewiring of this unit should be carried out by a licensed electrician in accordance with national and local codes.

If repairing or replacing any electrical component or wiring, the original wire routing, color coding and securing locations must be followed.



WARNING: Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to persons.



WARNING: Do not use this fireplace if any part of it has been under water. Immediately call a qualified service technician to inspect the fireplace and replace any part of the electrical system.



Warning: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.



Warning: During any service of this appliance, the power to the unit must be turned off. First turn the main power switch to the “OFF” position. Then remove the electrical plug from the wall outlet.

OPERATING INSTRUCTIONS · CONTROL FUNCTIONS

- POWER

The POWER button supplies power to all of the functions of the fireplace. The POWER button will put the insert in a standby mode. This will turn off all functions and hold the settings in memory. By pressing the POWER button again the unit will turn onto the same settings.

NOTE: Holding the POWER button on the control panel for 10 second will disable the heater function.

- FLAME

1. To change the flame brightness press the flame button, the current flame setting will display on the digital display. Press the UP and DOWN arrows to change the flame brightness.
2. In addition the fireplace also has two flame settings that cause the fireplace to gently undulate. Pressing the flame button a second time will enter undulation mode. There are two settings HI and LOW intensity undulation; use the UP and DOWN arrows to switch between the settings.

- HEATER

1. To set the thermostat press the HEATER button then use the UP and DOWN arrows to select the thermostat setting temperature.
 2. The thermostat range is 62°F - 82°F (17°C - 27°C).
- NOTE:** To change between °F and °C press and hold the HEATER button on the control panel for 3 seconds.

NOTE: After the heater function or power is shutoff the blower will continue to run for several minutes to cool the internal components.

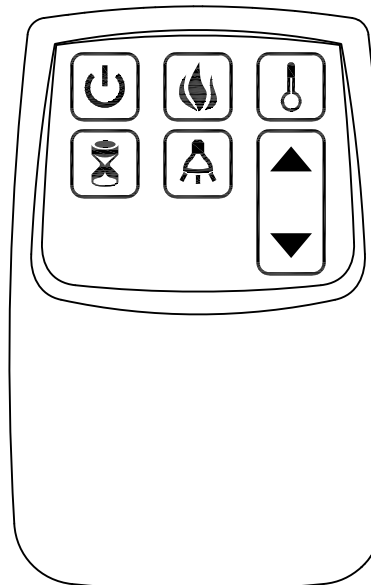
- TIMER

1. Press the TIMER button then use the UP and DOWN to set the timer. Timer settings are 30 minutes, 1 hour, 2H, 3H, 4H, 5H, 6H, 7H, and 9H.
2. When the timer expires the fireplace will shut off.

- DOWNLIGHT

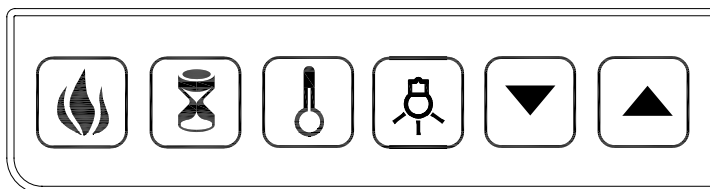
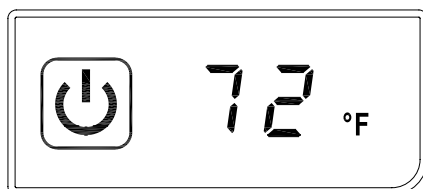
1. To set the DOWNLIGHT press the DOWNLIGHT button to select the setting. Setting 1 is constantly on and setting 2 causes the downlight to undulate slowly to mimic the light given off by flickering flames.

Figure 3



NOTE: PLEASE OPERATE REMOTE TRANSMITTER AT A SLOW MEASURED PACE. PRESS THE REMOTE CONTROL BUTTONS WITH AN EVEN MOTION AND GENTLE PRESSURE. REPEATEDLY PRESSING BUTTONS IN RAPID SUCCESSION MAY CAUSE THE TRANSMITTER TO MALFUNCTION.

Figure 4

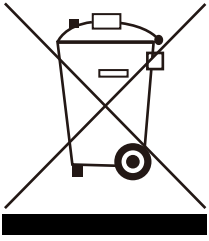


REPLACING THE REMOTE CONTROL BATTERY

When the remote control stops operating or its range seems reduced, it is time to replace the battery with a new one. Need to remove the battery if consumed or if product is to be left unused for a long time.

1. The battery compartment is located on the back end of the remote.
2. Press the small tab inwards as you slide the battery door open and remove the old battery.
3. Insert 2 AAA batteries, checking that the "+" and "-" terminals of the battery matches the inside of the battery compartment.
4. Replace the battery compartment door.

DISPOSAL OF USED BATTERIES



Battery may contain hazardous substances which could endanger the environment and human health.

This symbol marked on the battery and/ or packaging indicates that used battery shall not be treated as municipal waste. Batteries should be disposed of at an appropriate collection point for recycling.

By ensuring the used batteries are disposed of correctly, you will help preventing potential negative consequences for the environment and human health. The recycling of materials will help to conserve natural resources.

For more information about recycling of used batteries, please contact your local municipality waste disposal service.

This product contains a button battery. If swallowed it could cause severe injury or death in just 2 hours. Seek medical attention immediately.

NOTE: This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

Modifications not approved by the party responsible for compliance could void user's authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES-003.

TROUBLE SHOOTING GUIDE

MODEL: 28II200GRA

PROBLEM	SOLUTION
1. No power, logs do not glow.	1a. Check that unit is plugged into a standard 120V outlet. 1b. Press power button several times, make sure power is set at "ON" position.
2. Logs glow, but no flame effect.	2a. Press flame button several times.
3. Heater does not blow warm air.	3a. Adjust the temperature settings to ensure that the thermostat is set higher than the current room temperature.
4. Heater doesn't work, but Power and Heater settings are "ON" and thermostat is set (see solution 3a.)	4a. Turn the POWER to "OFF" and unplug the unit from the wall outlet for 5 minutes. After 5 minutes plug the unit back into wall outlet, and operate as normal.
5. Flame effect works but heater function does not and the embered flashes when the heater button is pressed.	5a. Heater function is locked. Press and hold the POWER button to unlock the heater function.

1 YEAR LIMITED WARRANTY

Twin-Star™ Electric Fireplace Models

BASIC WARRANTY

Twin-Star International, Inc. (hereinafter referred to collectively as the (“Company”) warrants that your new Twin-Star Electric Fireplace is free from manufacturing and material defects for a period of one year from date of purchase, subject to the following conditions and limitations.

1. This electric fireplace must be installed and operated at all times in accordance with the installation and operating instructions furnished with the product. Any unauthorized repair, alteration, willful abuse, accident, or misuse of the product shall nullify this warranty.
2. This warranty is non-transferable, and is made to the original owner, provided that the purchase was made through an authorized supplier of the company.
3. The warranty is limited to the repair or replacement of part(s) found to be defective in material or workmanship, provided that such part(s) have been subjected to normal conditions of use and service, after said defect is confirmed by the Company’s inspection.
4. The Company may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s).
5. Any installation, labor, construction, transportation, or other related costs/expenses arising from defective part(s), repair, replacement, or otherwise of same, will not be covered by this warranty, nor shall the Company assume responsibility for same.

6. The owner/user assumes all other risks, if any, including the risk of any direct, indirect or consequential loss or damage arising out of the use, or inability to use the product, except as provided by law.
 7. All other warranties – expressed or implied – with respect to the product, its components and accessories, or any obligations/liabilities on the part of the Company are hereby expressly excluded.
 8. The Company neither assumes, nor authorizes any third party to assume, on its behalf, any other liabilities with respect to the sale of the Twin-Star product.
 9. The warranties as outlined within this document do not apply to non Twin-Star accessories used in conjunction with the installation of this product.
 10. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.
- This warranty is void if:
- a. The fireplace is subjected to prolonged periods of dampness or condensation.
 - b. Any unauthorized alteration, willful abuse, accident, or misuse of the product.
 - c. You do not have the original receipt of purchase.

IF WARRANTY SERVICE IS NEEDED

Contact the company, at www.twinstarhome.com, or call 866-661-1218 in English, 866-661-1218 in French, 866-661-1218 in Spanish. Make sure you have your warranty, your sales receipt, location of purchase and the model/serial number of your Twin-Star products.

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For update and revisions to this manual
please see our website
www.twinstarhome.com/instructions

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Delray Beach, FL 33445
U.S.A.

Made in China
Printed in China

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